



# On the Radar

## On the Radar

Issue 762

28 September 2026

*On the Radar* is a summary of some of the recent publications in the areas of safety and quality in health care. Inclusion in this document is not an endorsement or recommendation of any publication or provider. Access to particular documents may depend on whether they are Open Access or not, and/or your individual or institutional access to subscription sites/services. Material that may require subscription is included as it is considered relevant.

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### **On the Radar**

Editor: Dr Niall Johnson

Contributors: Niall Johnson

## Reports

*Mental health crisis care: care of patients in emergency departments*

Health Services Safety Investigation Body

Investigation report

Poole: HSSIB; 2026.

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| URL   | <a href="https://www.hssib.org.uk/patient-safety-investigations/safety-issues-for-people-experiencing-a-mental-health-crisis-who-come-into-contact-with-urgent-and-emergency-care-services/investigation-1-report-2-of-2/">https://www.hssib.org.uk/patient-safety-investigations/safety-issues-for-people-experiencing-a-mental-health-crisis-who-come-into-contact-with-urgent-and-emergency-care-services/investigation-1-report-2-of-2/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Notes | <p>The latest investigation report from the Health Services Safety Investigations Body (HSSIB) in the UK is the second of two investigation reports into crisis care in emergency departments (EDs), with the focus here on patients in ED in mental health crisis.</p> <p>The report observes that ‘Around 3% of ED attendances are mental health-related. However, people experiencing mental health problems are twice as likely as other patients to remain in the ED for more than 12 hours.’</p> <p>Furthermore, ‘The ED environment itself was a safety risk for people in mental health crisis. Busy, noisy, crowded and overstimulating spaces, together with limited privacy, poor observation, unsuitable rooms and long waits, could increase distress, deterioration, violence and aggression, and the likelihood of people leaving before care was complete. These risks were heightened where environments did not meet sensory, communication, neurodevelopmental, trauma-related or equality needs, and where dedicated mental health spaces were unavailable, unsuitable or inconsistently designed.’</p> <p>The report includes findings, safety recommendations, observations and learnings that are applicable at various levels.</p> |

## Journal articles

*Centring Aboriginal and Torres Strait Islander Voices: A Framework for Culturally Safe and Racism-Free Healthcare*

Elvidge E, West R, Nicholls K, Harvey K, Thompson Y, Rogers GB, et al

Medical Journal of Australia. 2026;224(9):e70295

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| DOI   | <a href="https://doi.org/10.5694/mja2.70295">https://doi.org/10.5694/mja2.70295</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Notes | <p>Piece in the <i>Medical Journal of Australia</i> whose authors ‘propose a framework to strengthen cultural safety through Aboriginal and Torres Strait Islander community-governed assessment, greater accountability, data sovereignty and mandated cultural safety and anti-racism standards.’ The authors assert that ‘Positive models already exist, particularly within ACCHOs [Aboriginal Community Controlled Health Organisations], demonstrating that culturally safe care is both attainable and sustainable when communities are empowered through self-determination’</p> <p>The Commission recently commissioned an independent rapid literature review and environmental scan <a href="https://www.safetyandquality.gov.au/clinical-topics/first-nations-health#independent-rapid-literature-review-and-environmental-scan">https://www.safetyandquality.gov.au/clinical-topics/first-nations-health#independent-rapid-literature-review-and-environmental-scan</a> to inform options for strengthening cultural safety in Australian hospitals and support the Commission's broader standards for First Nations Cultural Safety Review.</p> |

*Time for an Update: The Currency of Clinical Guidelines in Australia—A Cross-Sectional Analysis*  
 White H, Fernandes E, Peduru-Arachchige K, Turner T, McGloughlin S, McDonald S.  
 Medical Journal of Australia. 2026;224(9):e70288

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| DOI   | <a href="https://doi.org/10.5694/mja2.70288">https://doi.org/10.5694/mja2.70288</a>                                                                                                                                                                                                                                                                                                                                                                                                  |
| Notes | Recent piece in the <i>Medical Journal of Australia</i> suggesting that ‘For most high-priority clinical conditions in Australia, there are no up-to-date evidence-based guidelines available to support clinical decision-making.’ The authors suggested that ‘Guideline developers and funders should invest more energy and resources into planning for updates and ensuring that methods and processes are optimised to facilitate this, such as considering a living approach.’ |

*The AUstralian-CLimate and Health Attitudes, RIsk and Trust in the sYstem (AU-CLARITY) Study: A National, Representative Survey*  
 Braithwaite J, Smith CL, Zurynski YA, Ellis LA, Fisher G, Churrua K, et al.  
 Medical Journal of Australia. 2026;224(9):e70293

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| DOI   | <a href="https://doi.org/10.5694/mja2.70293">https://doi.org/10.5694/mja2.70293</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Notes | <p>Piece in the <i>Medical Journal of Australia</i> reporting on an online survey that sought the views of 6030 adults in Australia on ‘experiences of climate-related events, and views on climate change and health system preparedness.’ While the majority of respondents ‘(65%, 3910/6030) were concerned about climate change, yet only 45% (2735/6030) perceived it as a serious risk to their own health.’</p> <p>The authors conclude: ‘Many Australians recognise climate change as a health challenge; personal risk perception and confidence in system preparedness vary. Targeted health policies are needed to effectively communicate health risks and support healthcare's climate change resilience.’</p> <p>Disclosure: The lead author is also an Australian Commission on Safety and Quality in Health Care Board member.</p> |

*Complaining about healthcare can feel like an act of betrayal. But there is a real cost to silence*  
 Srivastava R  
 The Guardian. 2026 21 September 2026.

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| URL   | <a href="https://www.theguardian.com/commentisfree/2026/sep/22/healthcare-system-failure-patient-complaints-cost-to-silence">https://www.theguardian.com/commentisfree/2026/sep/22/healthcare-system-failure-patient-complaints-cost-to-silence</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Notes | <p>In her most recent column this Australian oncologist and commentator reflects on the many challenges that complaints can pose for patients and clinicians. Complaints are also considered important information for patient satisfaction, quality and governance measures. Some recent examples of literature include:</p> <ul style="list-style-type: none"> <li>• Lyu L, Song Y, You R, Lin X, Chen H. <a href="#">Comparisons of patient complaint management systems in China, the United States, United Kingdom, Germany, and Japan: A ‘structure-process-outcome’ analytical framework</a>. Health Policy. 2026;171:105655.</li> <li>• Pripkó J, Pusztalvi H. <a href="#">Reframing patient complaints as a quality and governance function in healthcare</a>. International Journal for Quality in Health Care. 2026:mzag073.</li> <li>• Reader TW. <a href="#">Learning from healthcare complaints: challenges and opportunities</a>. BMJ Quality &amp; Safety. 2026;35(2):78-82.</li> <li>• Reader TW, Gillespie A, Roberts J. <a href="#">Patient complaints in healthcare systems: a systematic review and coding taxonomy</a>. BMJ Quality &amp; Safety. 2014;23(8):678-689.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>Wang Y, Ram S, Scahill S. Risk <a href="#">identification and prediction of complaints and misconduct against health practitioners: a scoping review</a>. International Journal for Quality in Health Care. 2024;36(1):mzad114.</li> </ul> |
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*BMJ Quality & Safety*

Volume 35, Issue 9, September 2026

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| Notes | <p>A new issue of <i>BMJ Quality &amp; Safety</i> has been published. Many of the papers in this issue have been referred to in previous editions of <i>On the Radar</i> (when they were released online). Articles in this issue of <i>BMJ Quality &amp; Safety</i> include:</p> <ul style="list-style-type: none"> <li>Editorial: <b>Operationalising ‘what matters’</b>—will we ever find a way to patient-centred care? (Margaret Schwarze, Kate Telma, Lauren J Taylor)</li> <li>Editorial: <b>Healthcare provision in prisons</b>: an ongoing challenge (Emma Plugge, Caroline Watson)</li> <li>Editorial: Please document the nature of the <b>medical emergency</b> (J A Gold)</li> <li>Integrating <b>‘what matters’ conversations</b> into preoperative care: a qualitative evaluation of surgical team workflows and barriers (Kirstin Manges Piazza, Lindsay R Pelcher, Phoebe Whiteside, Morgan Cribbin, Amanda D Peeples, Caroline Pascal, Laura Ellen Ashcraft, Robert E Burke, Daniel Hall)</li> <li>The incidence of <b>avoidable healthcare-associated harm in prisons</b> in England: a retrospective case note review (Isobel Joy McFadzean, Saied Ibrahim, Verity Wainwright, Maria Panagioti, M Jordan, S Flynn, R N Keers, T Millar, D M Ashcroft, A Edwards, A J Avery, J Shaw, A Carson-Stevens)</li> <li>Equity in action: a scoping review and meta-framework for <b>embedding equity in quality improvement</b> (Tara A Burra, Bourne Auguste, Lisha Lo, Toluwanimi Durowaye, Haben Dawit, Susanna Fung, Christine Shea, Terri Rodak, Noor Ramji, Sanjeev Sockalingam, Brian M Wong)</li> <li>Effectiveness of clinician-directed default nudges on <b>reducing overuse of tests and treatments</b> in healthcare: a systematic review of randomised controlled trials (Gemma Altinger, Caitlin M P Jones, Giovanni E Ferreira, Jason Soon, Tammy C Hoffmann, C Maher, R Chang, J A Linder, A Traeger)</li> <li>When documentation changes but behaviour persists: <b>de-implementation</b> in a neonatal intensive care unit (Mohammad Adawi, Matthew Garber, Padma Nandula, Vasantha H.S Kumar, Ida Alami, Sanket D. Shah)</li> <li><b>Radiology reporting</b> in the age of artificial intelligence: implications for patient safety (Igor Toker, Sven Jansen, Julius Knoche, Daniel Lorenz)</li> </ul> |

| URL   | <a href="https://qualitysafety.bmj.com/content/35/10">https://qualitysafety.bmj.com/content/35/10</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| URL   | <a href="https://www.sciencedirect.com/journal/the-joint-commission-journal-on-quality-and-patient-safety/vol/52/issue/10">https://www.sciencedirect.com/journal/the-joint-commission-journal-on-quality-and-patient-safety/vol/52/issue/10</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Notes | <p>A new issue of <i>The Joint Commission Journal on Quality and Patient Safety</i> has been published. Articles in this issue of <i>The Joint Commission Journal on Quality and Patient Safety</i> include:</p> <ul style="list-style-type: none"> <li>• <b>Is AI Patient Safety 4.0?</b> From Find-and-Fix to Continuous Intelligence: Toward Care That Needs No Advocate (Jonathan B Perlin)</li> <li>• CommonSpirit Health's Innovative Approach to <b>Achieving and Sustaining Clinical Excellence</b> (Stephanie Rogers, Tracy Sklar, John Morelli, L Jenson)</li> <li>• Improving Health Equity in <b>Hypertension Control for Black Patients</b> (Catherine T Harper, Stacey K Hammer, Olugbemiga E Jegede, Stefannie Cairrikier Davidson, Leslie Kern, Tiffany Randolph, Kardie Tobbs)</li> <li>• How <b>Collaboration Between Surgeons and Medical Oncologists</b> Affects Outcomes for Patients with Pancreatic Cancer (Anays Murillo, Sing Chau Ng, Sarah M Schroter, Sara Myers, Joseph Tobias, Kelly Kenzik, Teviah E Sachs)</li> <li>• A Framework to Characterize the <b>Costs of Delayed Diagnoses</b> (Carl T Berdahl, Joachim M Hero, Sara G McCleskey, Dave Baiocchi, Elizabeth Marsolais, Daniel A Yang, G D Schiff, A Kern-Goldberger, S C Ahluwalia)</li> <li>• Informing the Measurement of Timely Follow-Up on <b>Inconclusive or Abnormal Screening Mammograms</b>: An Environmental Scan (Marlika Marceau, Omar Nafaa, C Mita, L Samal, D W Bates, P C Dykes, A Syrowatka)</li> <li>• <b>Symptom Tracking in Primary Care</b>: Designing and Testing an EHR–Embedded Safety-Net System (Talya Salant, James Benneyan, Anthony Zhong, Jasper Su, Molly Hodsden, Seth J. Berkowitz, R Phillips, G D Schiff)</li> <li>• Developing and Validating a Trigger Tool to Improve Detection of <b>Anticoagulation-Associated Bleeding</b> in Hospitalized Adult Patients (Uyen Thi Nguyen, Nguyen Tran Nam Tien, Khai Xuan Bui, Phung Gia Nghiem, Minh Huy Nguyen, La Vinh Truc Tran, Huyen Thi Thu Cao, Hoa Dinh Vu, Quynh Thi Huong Bui, Hoang Anh Nguyen)</li> <li>• <b>Empowering Sustainability</b> During Kidney Transplants Using a Patient Safety Framework (Maria Lee, Arielle Ilano, Gerry Gamino, Eugene Gil, Ifechukwu Okeke, Lora Randa, Akash Shanmugam, Seema Gandhi, G R Roll)</li> <li>• Redesigning a <b>Culture of Safety and High Reliability</b>—Advancing our Patient Safety Organizational Learning System Through the Kirkpatrick Framework (Sandip A Godambe, Frank Federico, Emily Tooley, Jared Capouya, Brittany Pfeifer, Kristen Frost, Timothy McDonald)</li> <li>• Survey Response Rate as an Operational Lever in <b>Hospital Patient Experience Measurement</b>: Evidence from National HCAHPS, OAS CAHPS, and CMS Overall Hospital Star Ratings Data (Samuel J Flanders)</li> <li>• Uneven Compassion and the <b>Emotional Safety</b> of the Healthcare Workforce (Sheila K Stevens, Richard M Elias)</li> </ul> |

| URL   | <a href="https://connectsci.au/hc/issue/18/3">https://connectsci.au/hc/issue/18/3</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| Notes | <p>A new issue of the <i>Journal of Primary Health Care</i> has been published. Articles in this issue of the <i>Journal of Primary Health Care</i> include:</p> <ul style="list-style-type: none"> <li>• Editorial: It's more than just a good consultation: defining <b>high quality primary (health) care</b>(Felicity Goodyear-Smith, Tim Stokes)</li> <li>• <b>Cefalexin prescribing</b> appropriateness in general practice: an evaluation study (Ibrahim S Al-Busaidi, Sarmad Qamar, Yao-Min Lin, Dee Mangin, B Hudson)</li> <li>• <b>Paracetamol-associated knowledge, attitudes and practices</b> of the New Zealand public: an online survey (Samantha Marsh, Eeva-Katri Kumpula, Sarah Hetrick, Sarah Fortune)</li> <li>• Comparing <b>physical examination</b> in face-to-face and remote External Clinical Teaching Visits in <b>general practice vocational training</b> (Benjamin Mundy, Alison Fielding, Amanda Tapley, Sarah Gani, Rula Ali, M Bentley, R Boland, L Zbaidi, E Holliday, J Ball, M van Driel ,L Klein, P Magin)</li> <li>• Evaluating <b>dispensing patterns of Parkinson's medications</b> from 2012 to 2024 in Australia: insights from the Pharmaceutical Benefits Scheme concessional database (Saisha Shetty, A Park, E Kruger, M Siervo, M Tennant)</li> <li>• Assessing the applicability of the <b>Model for Understanding Success in Quality (MUSIQ) for primary care</b>: a multi-case mixed methods analysis (Jane Cullen, Nihal Jayamaha, Paul Childerhouse, Lynn McBain)</li> <li>• Primary care clinicians' perspectives on <b>migraine management</b> in Aotearoa New Zealand: a qualitative study (Julia Randerson, Fiona Imlach, Jonathan Kennedy, Susan Garrett)</li> <li>• Strategies for <b>research capacity building by family physicians</b> in primary care: a scoping review (Margarida Gil Conde, Carolina Penedo, Francisco Freitas Barcelos, Raquel Carmona Ramos, Sofia Silvério Serra, Cristina Ribeiro, Paulo Jorge Nicola)</li> <li>• Methods for <b>measuring comprehensiveness in primary care</b>: a narrative review (Derek Baughman, Rafay Nasir, Andrew Bazemore)</li> <li>• A wholistic approach to <b>patient-empowered care</b>: a quality improvement report (Andrew Corin)</li> <li>• <b>Carbon emissions of urban general practice and waste to landfill</b> audit: a quantitative case-study in New Zealand (Darla Stroud-Bennett, Lachlan White, Kiyomi Kitagawa)</li> <li>• From continuity to emergence: a new <b>conceptual framework for primary care</b> (Jonathan Edward Simon)</li> <li>• What does the evidence tell us: are hearing aids worth recommending for <b>mild to moderate hearing loss</b>? (Vanessa Jordan)</li> <li>• <b>Rokoā (Rongoā) Māori in primary care</b>: supporting safe use alongside prescribed medicines (Brendon McIntosh, Jo Barnes)</li> </ul> |

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| Notes | <p>A new issue of <i>Public Health Research &amp; Practice</i> has been published. Articles in this issue of <i>Public Health Research &amp; Practice</i> include:</p> <ul style="list-style-type: none"> <li>• How can we meaningfully involve older adults in <b>aged care research</b>? Insights from establishing a consumer research advisory group (Janani Thillainadesan, Danielle Hutchinson, Carrie Hayter, Matthew Halpin, Joanne Coombes, Diane McPhail, Alan McPhail)</li> <li>• 'Join Us': the vanguard phase of a <b>disease-agnostic Australian research register</b> (Bruce Neal, Jessica Smith, Clare Arnott, Louisa Ruth Jorm, Rachel Neale, Anthony Brown, Greg Stewart, Lauren Houston, Helen Monaghan)</li> <li>• Using administrative health data to ascertain <b>ovarian cancer treatment</b> information in Australia: a validation against medical records (Kate Gersekowski, Jim Codde, Paul A Cohen, Peter Grant, S J Jordan, P M Webb)</li> <li>• <b>Evaluation capacity building in community health</b> using a learning-by-doing approach: project overview and study protocol (Stephanie M Fletcher-Lartey, Ben J Smith)</li> <li>• Unpacking stigma, health and wellbeing <b>needs of women partners of men who have sex with men</b> (Kyla Lawson, Bernard Saliba, Ses Salmond, S Sawleshwarkar, C MacPhail, J Costello, D McCreadie, C Gierck, A Dawson)</li> <li>• Improving allied health service use for <b>type 2 diabetes management</b> in Australia: a scoping review of barriers, enablers and policy opportunities (Emma Cox, Tiffany Tsoukalas, Sophia Parada, Sarah Dennis, Pippy Walker, Gideon Meyerowitz-Katz, Victoria Silvestro, Stephen Colagiuri, A A Gibson)</li> </ul> |

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| Notes | <p>A new issue of the <i>Journal of Health Services Research &amp; Policy</i> has been published. Articles in this issue of the <i>Journal of Health Services Research &amp; Policy</i> include:</p> <ul style="list-style-type: none"> <li>• Editorial: Beyond preparedness: <b>Building resilient health systems</b> through capabilities (Giovanni Fattore)</li> <li>• Assessing the <b>resilience of a key health service</b>: The response of acute surgical provision in England to the disruption of the COVID-19 pandemic (Andrew Hutchings, Orlagh Carroll, Geoff Bellingan, David Cromwell, S Ramani Moonesinghe, S J Moug, N Smart, R Vohra, R J Hinchliffe, R Grieve)</li> <li>• Improving the <b>quality of residential care for people with disabilities</b> — What is the experience of inspectors when implementing care quality regulations in Ireland? (Paul Dunbar, Laura Keyes, John P Browne)</li> <li>• <b>Shared clinical governance</b> arrangements between NHS and independent acute hospitals in England: Findings from a national survey of senior leaders (Gemma Stringer, Jane Ferguson, Kieran Walshe, Christos Grigoroglou, Thomas Allen, Michael Anderson, Karen Bloor, Eleanor Gee, Nils Gutacker)</li> <li>• A qualitative study on addressing COVID-19 <b>vaccine hesitancy</b> in marginalised communities in the UK - Professional and public perspectives (Basharat Hussain, Helen Marson-Smith, Benjamin Duke, Mimi Gbadesire, Sadaf Khurshid and Stephen Timmons)</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Help and support for <b>gambling harm</b> among United Kingdom Armed Forces personnel: A mixed-methods study (Blair Biggar, Hannah Champion, Matthew Jones, Glen Dighton, Justyn Larcombe, Matt Fossey and Simon Dymond)</li> <li>• Rapid adaptation of <b>first contact physiotherapy services</b> for musculoskeletal patients in the UK and Australia during the COVID-19 pandemic: A multiple case study (Oluwatoyin Adenike Adeniji, Theopisti Chrysanthaki, Evangelos Pappas, Magdalena Zasada, Karen Stenner and Nicola Carey)</li> <li>• Addressing <b>health worker migration</b> in Africa (Sunny C. Okoroafor, James Avoka Asamani, San Boris Bediakon, Adam Ahmat, Egide Rwamatwara, Ogochukwu Chukwujekwu and Kasonde Mwinga)</li> <li>• <b>Protected appointment-based waiting list strategies</b> are associated with waiting time reductions in outpatient and community health services: A systematic review and meta-analysis (Kate E Noeske, Nicholas F Taylor, Annie K Lewis and Katherine E Harding)</li> </ul> |
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*BMJ Quality & Safety* online first articles

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| URL   | <a href="https://qualitysafety.bmj.com/content/early/recent">https://qualitysafety.bmj.com/content/early/recent</a>                                                                                                                                                                                                                               |
| Notes | <p><i>BMJ Quality &amp; Safety</i> has published a number of ‘online first’ articles, including:</p> <ul style="list-style-type: none"> <li>• <b>Documentation-related diagnostic safety concerns in primary care:</b> a structured medical record review of 1116 patient records (Rita Fernholm, Caroline Kappelin, Elinor Nemlander)</li> </ul> |

| URL   | <a href="https://academic.oup.com/intqhc/advance-articles">https://academic.oup.com/intqhc/advance-articles</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| Notes | <p><i>International Journal for Quality in Health Care</i> has published a number of ‘online first’ articles, including:</p> <ul style="list-style-type: none"> <li>• Comparing methodological approaches for outlier detection: a cross-sectional study of older persons in 2,744 <b>Australian long-term care facilities</b> (Dylan Harries, Johannes Schwabe, Robert N Jorissen, Brian W Pulling, Gillian E Caughey, Tracy Comans, Maria C Inacio, the ACAC QMET Collaborators)</li> <li>• ISO 9001 and JCI Preparedness as Drivers of <b>Quality Improvement</b> at a Tertiary Cardiac Care Center: A Five-Year Analysis from Pakistan (Huma Shakoor, Waqas Naseem, S S Ahmad Shah, N Shah, A Karim, T Rasool)</li> <li>• <i>The intent is good but...</i> Exploring barriers and enablers to <b>clinical pathway use</b> in regional Australian Emergency Departments (Innocent Tawanda Mudzingwa, Phoebe Griffin, E Tavender, G Barrington, V Tran, S J Prior)</li> <li>• Effect of an ERAS Nursing Protocol on Recovery After <b>Minimally Invasive Lumbar Fusion</b>: A Randomized Trial (Yun Gao, Na Wang, Ling Zhang)</li> <li>• Patient perspectives on <b>transdisciplinary models of care in allied health</b>: a qualitative study (Casey Peiris, Aruska D’Souza, Jacqueline Van Groningen, J Seymour, K Donohoe, A da Silva, C Marston, J Lewis, J Langford, L Rees)</li> <li>• <b>Data, Digital Health and AI</b>: Building the Foundations of Modern Quality Management in Healthcare (Amar Shah and Usman Iqbal)</li> <li>• In Response to Baker et al.: Reconsidering the Balance Between <b>Access and Continuity in Primary Care</b> (Andi Ratu Boelqiah Assaad et al)</li> <li>• We Are Confused—Are You? Towards <b>Terminology Clarity in Care Delivery</b>: Pathway, Journey, Process, or Chain? (Diaz M Prameyllawati and Evelien S van Hoorn)</li> <li>• Sustainable quality improvement interventions to ensure adequate documentation of <b>chaperone presence in breast clinic</b>: A multi-cycle clinical audit (Cian M Hehir, Gavin G Calpin, Nadia Walsh, Gordon R Daly, Gavin P Dowling, S Hembrecht, K Kearns, M Allen, A Butt, C Power, A D K Hill)</li> <li>• Factors Associated with the Presence of Non-Conformities in the <b>Certification of Hospital Clinical Management Units</b> in Andalusia (Patricia Bonachela-Solás, Luis López-Rodríguez, Antonio Cervera-Barajas, Elena Varela-Rubio, Rubén Morilla-Romero de la Osa)</li> <li>• Targeting what matters: A quasi-experimental controlled before-and-after study on targeted double checks in <b>parenteral medication administration</b> (Afke van de Plas, Fatma Karapinar-Çarkit, J Jacobs, R Rennenberg, D Klein)</li> <li>• From Safety Science to Operational Reality: Competing Institutional Logics in the Translation of <b>National Patient Safety Recommendations</b> (Mohammad Farhad Peerally, Elizabeth Sutton, Jane Ferguson, Kieran Walshe, Natalie Armstrong, Expert Advisory Group to REACTION)</li> <li>• Expectation–perception gaps in healthcare service quality: A systematic review and meta-analysis toward <b>service design–oriented healthcare evaluation</b> (Li-Yu Tseng and Kevin C Tseng)</li> </ul> |

## Online resources

### *[UK] NICE Guidelines and Quality Standards*

<https://www.nice.org.uk/guidance>

The UK's National Institute for Health and Care Excellence (NICE) has published new (or updated) guidelines and quality standards. The latest reviews or updates include:

- NICE Guideline NG253 ***Suspected sepsis** in people aged 16 or over: recognition, assessment and early management* <https://www.nice.org.uk/guidance/ng253>
- Clinical Guideline CG143 ***Sickle cell disease: managing acute painful episodes in hospital*** <https://www.nice.org.uk/guidance/cg143>

### *[USA] Effective Health Care Program reports*

<https://effectivehealthcare.ahrq.gov/>

The US Agency for Healthcare Research and Quality (AHRQ) has an Effective Health Care (EHC) Program. The EHC has released the following final reports and updates:

- *Predictors, Consequences, and Organizational Interventions for **Burnout Among Healthcare Workers: A Systematic Review of Longitudinal Studies*** <https://effectivehealthcare.ahrq.gov/products/worker-safety-wellness/research>

## Infection prevention and control resources

The Australian Commission on Safety and Quality in Health Care has developed a number of resources to assist healthcare organisations, facilities and clinicians. These resources include:

- **Poster – Combined contact and droplet precautions**  
<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/infection-prevention-and-control-poster-combined-contact-and-droplet-precautions>



**VISITOR RESTRICTIONS MAY BE IN PLACE**

**For all staff**  
**Combined contact & droplet precautions\***  
in addition to standard precautions

**Before entering room/care zone**

**1**

Perform hand hygiene

**2**

Put on gown

**3**

Put on surgical mask

**4**

Put on protective eyewear

**5**

Wear gloves, in accordance with standard precautions

**At doorway prior to leaving room/care zone**

**1**

Remove and dispose of gloves if worn

**2**

Perform hand hygiene

**3**

Remove and dispose of gown

**4**

Perform hand hygiene

**5**

Remove protective eyewear

**6**

Perform hand hygiene

**7**

Remove and dispose of mask

**8**

Leave the room/care zone

**9**

Perform hand hygiene

**What else can you do to stop the spread of infections?**

- Always change gloves and perform hand hygiene between different care activities and when gloves become soiled to prevent cross contamination of body sites
- Consider patient placement
- Minimise patient movement

\*e.g. Acute respiratory tract infection with unknown aetiology, seasonal influenza and respiratory syncytial virus (RSV)

For more detail, refer to the Australian Guidelines for the Prevention and Control of Infection in Healthcare and your state and territory guidance.

- *Poster – Combined airborne and contact precautions*  
<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/infection-prevention-and-control-poster-combined-airborne-and-contact-precautions>


**VISITOR RESTRICTIONS MAY BE IN PLACE**

**For all staff**  
**Combined airborne & contact precautions**  
 In addition to standard precautions

**Before entering room/care zone**

- 1



Perform hand hygiene
- 2



Put on gown
- 3



Put on a particulate respirator (e.g. P2/N95) and perform fit check
- 4



Put on protective eyewear
- 5



Wear gloves in accordance with standard precautions

**What else can you do to stop the spread of infections?**

- Always change gloves and perform hand hygiene between different care activities and when gloves become soiled to prevent cross contamination of body sites
- Consider patient placement
- Minimise patient movement

**At doorway prior to leaving room/care zone**

- 1



Remove and dispose of gloves if worn
- 2



Perform hand hygiene
- 3



Remove and dispose of gown
- 4



Leave the room/care zone
- 5



Perform hand hygiene (in an anteroom/outside the room/care zone)
- 6



Remove protective eyewear (in an anteroom/outside the room/care zone)
- 7



Perform hand hygiene (in an anteroom/outside the room/care zone)
- 8



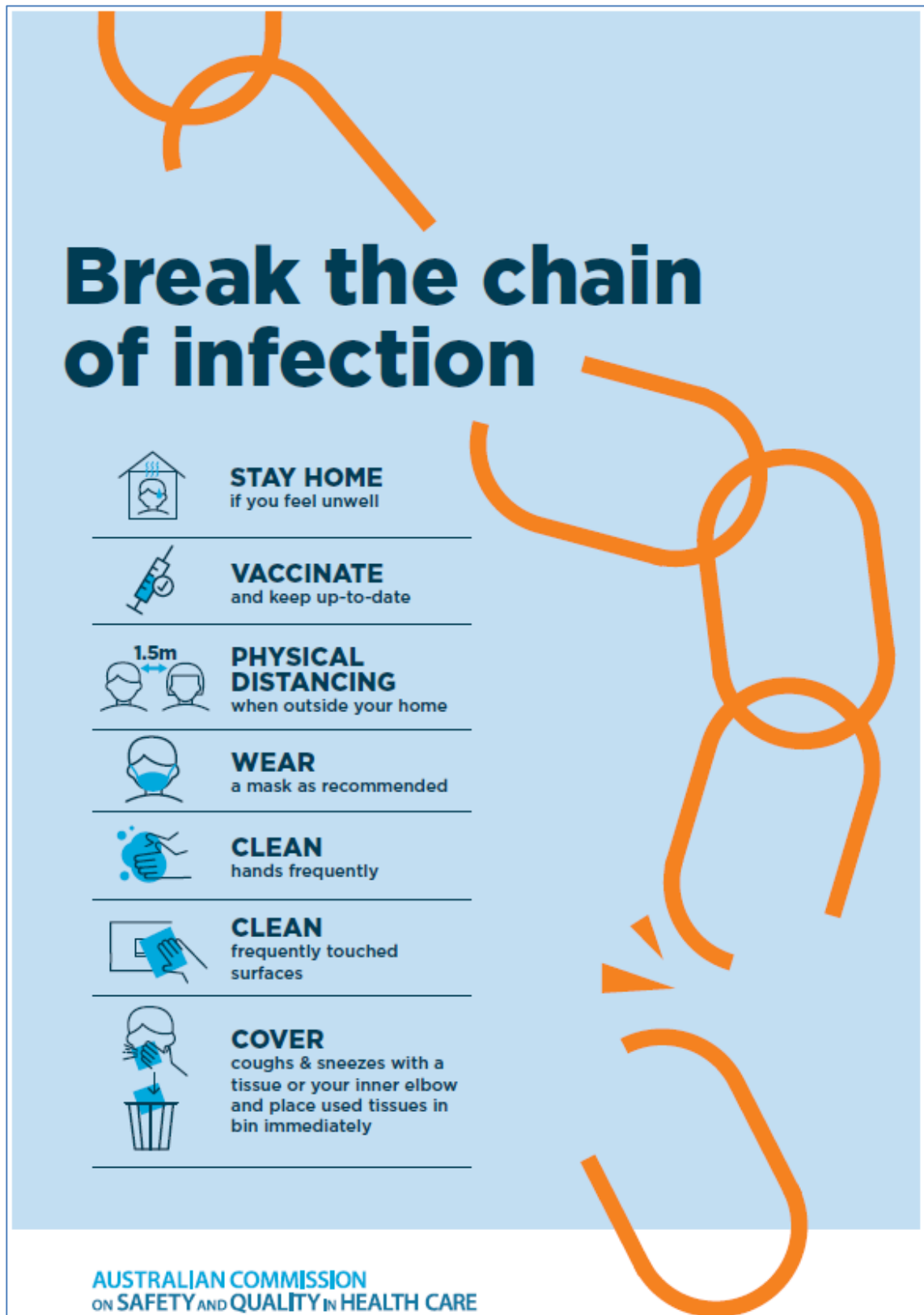
Remove and dispose of particulate respirator (in an anteroom/outside the room/care zone)
- 9



Perform hand hygiene

**KEEP DOOR CLOSED AT ALL TIMES**

- *Environmental Cleaning and Infection Prevention and Control*  
[www.safetyandquality.gov.au/environmental-cleaning](http://www.safetyandquality.gov.au/environmental-cleaning)
- *Break the chain of infection* poster  
<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/break-chain-infection-poster>



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**Disclaimer**

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